



SWITCHBOARD OPERATOR

The U.S. Embassy in Canberra is seeking an individual for the position of Switchboard Operator in the Administration Office.

Salary: A\$43,576 p.a. pro-rata + superannuation benefits

Hours: 20hrs/week, Monday to Friday.

All applicants must address the selection criteria with specific and comprehensive information supporting each item.

- 1. Completion of High school (Year 10) is required.*
- 2. Experience in dealing with the public in response to requests and inquiries from various sources is required.*
- 3. Level 4 (Fluent) written and spoken English is required. This will be tested.*
- 4. Demonstrated working knowledge of switchboard operations is required.*
- 5. Must have the ability to maintain a pleasant and friendly attitude when dealing with employees and outside contacts seeking advice or requesting assistance.*
- 6. Basic keyboard skills are required.*

For further information please refer to the: Refer to [Duties and Responsibilities Statement.](#)

Forward letter, response to the selection criteria and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 by **7 April 2010.**

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

**POSITION TITLE:
SWITCHBOARD OPERATOR**

**POSITION GRADE LE- 3
(STARTING SALARY A\$43,576
PRO-RATA)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The incumbent individually operates the Embassy Telephone Switchboard Equipment.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Susan Pietsch at (02) 6214 5709.

Major Duties and Responsibilities

As the sole operator for the Embassy:

1. Answer and transfer incoming calls through the Embassy's switchboard (Meridian).
2. Originate outgoing IDD calls for extensions that do not have these capabilities or are having difficulties.
3. Alert the Regional Security Officer of any bomb threats or threatening telephone calls.
4. Record and forward telephone messages when required.
5. Update switchboard database, ensuring it is accurate and current.
6. Acts as back-up mailroom clerk when required. Duties may include but are not limited to, mail distribution, operation of fax machine, photocopying.
7. Assist Embassy staff with information regarding telephone numbers, Meridian voicemail and contacts as requested.
8. Other duties as assigned and that are relevant to this position.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of High school (Year 10) is required.
2. Experience in dealing with the public in response to requests and inquiries from various sources is required.

3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Demonstrated working knowledge of switchboard operations is required.
5. Must have the ability to maintain a pleasant and friendly attitude when dealing with employees and outside contacts seeking advice or requesting assistance.
6. Basic keyboard skills are required.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS WITH 12 MONTHS VALIDITY TO BE ELIGIBLE FOR CONSIDERATION.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612; plus
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

THE DEADLINE FOR APPLICATIONS IS 7 APRIL, 2010

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.